

	14 Surveys received								
	December, 2006	Poor					Excellent		
		1	2	3	4	5	6	N/A	
1	Prompt Service				1	2	10	1	
2	Willingness to help you			1		3	10		
3	Accuracy				1	2	11		
4	Knowledge					1	13		
5	Courtesy				1	1	12		
6	Individualized attention			1		1	11	1	
	Front Counter								
7	Our telephones were answered promptly				1	2	7	2	
8	Our office hours are convenient			2	1	2	6	1	
	Plan Exam								
9	Phone calls were returned in timely manner	1			1	2	7	2	
10	Our forms are understandable			1	2	1	5	3	
11	Our correspondence is understandable				2	1	7	2	
	Inspection								
12	Our Inspectors are accessible				1	4	8	1	
13	Our inspection hours are convenient				1	3	8	2	
	TOTALS	1	0	5	12	25	115	14	172
	Percentage	1%	0%	3%	7%	15%	67%	8%	

Department of Building Inspections **Customer Survey Comments**

WHAT DID WE DO WELL?

Take money for looking at paper work!! & stamping it!! (sic)

Much better than experiences at City of Cinti – Good job! (sic)

Courtesy & willingness to help. (sic)

Although Ryan Remodeling handled the inspections, I observed that the inspectors were thorough, knowledgeable, courteous, and followed established procedures. (sic)

All worked out well – thank you. (sic)

It was not easy trying to contact someone to set up an inspection. For two days we called several times and reached a recording that advised leaving a voice mail message and we would be contacted in a timely manner. Never happened! On third day of trying a person answered and helped us do our business. (sic)

Joy was exceptionally Helpful! I felt she really did care about her work and my problem. Thank her for her help – I hope I can be that helpful to my patients! (sic)

Everything was done in excellent condition - They answered all questions and were extremely courteous. (sic)

I know it looks like I just circled all 6's without thinking, but the fact is – the process & procedures for building a deck, while very detailed were understandable – very doable. The staff at the front counter were very helpful. Our inspector was fair & easy to work with and easily scheduled all appts. to fit our schedule. (sic)

Everything was great! Thanks. (sic)

All inspection scheduling etc. was handled by Legacy Bldr. – Bill & Kevin Haussler. My only involvement was meeting inspector for final. He was prompt and courteous and easy to talk with. A very adept person for the position. (sic)

WHAT CAN WE DO BETTER?

Why do you have to make it so hard & time consuming for small unimportant jobs? (sic)

Forms a little simpler! (sic)

Answer phone. (sic)

Try and make the systems less complicated. (sic)

Alert home owners sooner when contractor misses inspection standard/average schedules. Provide homeowner of expected inspections during construction & their sequence. (sic)